



CVMS Provider Portal Job Aid

Handling COVID-19 Vaccine Administrations for Recipients that Received First Dose Through a Long-Term Care Pharmacy Partner

Overview: Please follow instructions below if you are a vaccine provider wanting to validate whether a recipient received their first COVID-19 vaccine dose at a long-term care pharmacy partner location. If a recipient did receive their first COVID-19 vaccine dose from a long-term care pharmacy partner, you will also learn how to record a recipient's second dose within the CVMS Provider Portal.

Scenario 1 - How do I validate whether a recipient received their first COVID-19 vaccine dose at a long-term care pharmacy partner location?

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password
3. Click the **RECIPIENT** tab

The screenshot shows the CVMS Provider Portal interface. The navigation bar at the top includes links for Home, Recipient, Appointments, Bulk Registration, Vaccine Inventory, Shipments, and More. The 'Recipient' tab is highlighted. Below the navigation bar, a message states 'You are currently logged in as Quality Hospital Loc 1' with a 'Switch Locations' button. The main content area is divided into two sections: 'Appointment Walk-In' and 'Today's Appointments'. The 'Appointment Walk-In' section contains a search form with fields for Name, Date of Birth, and Email, and a 'Search' button. The 'Today's Appointments' section shows a table with columns for TIME, DETAILS, CASE NUMBER, and LOCATION.

4. On the **RECIPIENTS** page, enter the name of the recipient you are looking for in the **SEARCH** bar



5. Click the **SEARCH** button

Note: If searching for the recipient's name alone isn't sufficient, you can also add the recipient's DOB to further filter the search results

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

Search: Nicholas TestScenario Date of Birth (optional), MM/DD/YYYY Search

Create New Recipient

Recipients within CVMS

First Name	Last Name	Date of Birth	Gender	Eligibility Status	Priority	Recipient Dose Status	Email
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Recipients from Long Term Care Facilities

First Name	Last Name	Date of Birth	Gender	Dose Number
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No results, please search again.

Search results will display...

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

Search: Nicholas TestScenario-Phase1bGroup3-4 Date of Birth (optional), MM/DD/YYYY Search

Create New Recipient

Recipients within CVMS

First Name	Last Name	Date of Birth	Gender	Eligibility Status	Priority	Recipient Dose Status	Email
Nicholas	TestScenario-Phase1bGro...	Jan 1, 1980	Male	Not Approved	Phase 1b Group 3	Dose 2 Administered	

Recipients from Long Term Care Facilities

First Name	Last Name	Date of Birth	Gender	Dose Number
Nicholas	TestScenario-Phase1bGroup3-4	Jan 1, 1980	Male	1

6. The search results are split between two tables:

- Table 1: **RECIPIENTS WITHIN CVMS**
- Table 2: **RECIPIENTS FROM LONG TERM CARE FACILITIES** (This table is reflective of recipients who received vaccines at a long-term care pharmacy partner location)



7. If the recipient you are searching for has an entry in the **RECIPIENTS FROM LONG TERM CARE FACILITY** table, the patient received AT LEAST one dose through a partnering long-term care pharmacy partner. Please verify that the recipient has only received one dose.
8. To review the details of the specific vaccine administration, click the recipient's name within the **RECIPIENTS FROM LONG TERM CARE FACILITIES** table
9. The recipient's record will appear
10. Use the **DETAILS** tab to view further vaccine information
11. Scroll down the **DETAILS** page and find the **DOSE 1 DETAILS** and **DOSE 2 DETAILS** (if applicable)

Administration Details	
Vaccination Event ID	Dose Number
1.11000012362203E+16	1
VTrckS provider PIN	Vaccine Manufacturer Name
079900	MOD
Administered at Location:type	CVX
Medical practice : family medicine	207
Administered at Location:name	NDC
79900	80777-0273-99
Administration address: street	Vaccine Lot Number
UNK	4LH35
Administration address: street 2	Vaccine Expiration Date
11 W Jones St	12/6/2021
Administration address: city	Vaccine Site of Administration
Raleigh	Right Thigh
Administration address: county	Vaccine Route of Administration
Wayne	Subcutaneous (SQ)
Administration address: zip code	Vaccination refusal
27601	
Administration address: state	
North Carolina	
Vaccination Administration Date	
1/12/2021	

End of Scenario #1



Scenario 2 - If a recipient received their first COVID-19 vaccine dose from a long-term care pharmacy partner, how do I record their second dose within the CVMS Provider Portal?

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password
3. Search for the recipient in the **APPOINTMENT WALK-IN** tool and click **SEARCH**

The screenshot shows the CVMS Provider Portal interface. The top navigation bar includes links for Home, Recipient, Appointments, Reports, Bulk Registration, Vaccine Inventory, and More. A message indicates the user is logged in as 'Sacred Heart Hospital Main Campus'. The 'Appointment Walk-In' section is highlighted with a red box, showing a search form with fields for Name, Date Of Birth, and Email, and a 'Search' button. To the right, the 'Today's Appointments' section displays a table with columns for TIME, DETAILS, CASE NUMBER, and LOCATION. Below the search form, the 'Search Results' section shows a table with columns for Name, DOB, Email, Priority, Eligibility, and Vaccine Dose Status. The first result is 'Nicholas LoadedUserDemo-15-14' with a radio button selected. A red box highlights the 'Search' button. At the bottom right, there is an 'Appointment Booking' button.

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 25, 21, 12:32 AM	Test-1.4 Scenario11 Dose 1 Scheduled	00111386	Sacred Heart Hospital Main Campus

Name	DOB	Email	Priority	Eligibility	Vaccine Dose Status
Nicholas LoadedUserDemo-15-14	1960-01-01	email15-1-4@bademail.com	Phase 1b Group 2	Not Approved	Registered

4. Identify the correct recipient within the **SEARCH RESULTS** that populate at the bottom of the page

Note: If a recipient received their first COVID-19 vaccine dose through a long-term care pharmacy partner, it is possible that the recipient does not have a CVMS record. In this case, the recipient will need to be added to CVMS as a walk-in recipient so that the second dose can be documented in the CVMS Provider Portal.

5. Within the search results, click the radio button tied to the correct recipient and then click the **APPOINTMENT BOOKING** button
6. Selecting the **APPOINTMENT BOOKING** button will cause the patient to appear in the **TODAY'S APPOINTMENTS** section



Very Important Note: Within Today's Appointments, you will see the recently created appointment temporarily in a "Dose 1 Scheduled" status. Do not be concerned, as you will be changing the dose to a Dose 2 during the vaccine administration process.

NCDHHS
CYMS Provider Portal

Home Recipient Appointments Reports Bulk Registration Vaccine Inventory More ▾

You are currently logged in as Sacred Heart Hospital Main Campus

[Switch Locations](#)

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth
YYYY-MM-DD

Email

[Search](#)

Please be sure to bookmark this site: <https://qa3-ncdhhs.cs32.force.com/VaccineProvider>

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 25, 21, 12:32 AM	Test-1:4Scenario11 Dose 1 Scheduled	00111386	Sacred Heart Hospital Main Campus
Jan 25, 21, 09:15 AM	Nicholas LoadedUserDemo-15-1:4 Dose 1 Scheduled	00111387	Sacred Heart Hospital Main Campus

7. Click the correct appointment ID within **TODAY'S APPOINTMENTS** to begin administration

The Vaccine Administration flow will begin...

8. On the **VACCINE ADMINISTRATION** page, make sure to select **SECOND DOSE** instead of **FIRST DOSE** when selecting the **DOSE NUMBER**.

- A warning alert will appear asking you to make sure the recipient has received their first dose before selecting DOSE 2
- This warning is to make sure Dose 2 isn't entered by mistake for someone who has not gotten the first dose yet



Warning
Please verify the recipient has received their first dose before choosing Second Dose.

Vaccine Administration

Vaccination Details

* Injection Site
Left Deltoid

* Dose
First Dose Second Dose

* Route
Intramuscular (IM) Subcutaneous (SQ) Intradermal (ID)

* Date and Time of Vaccination
Date: Jan 25, 2021 Time: 9:16 AM

On Behalf of (Clinician)
-- Select Vaccine Administrator --

Scan or type a barcode Enter vial Clear

Medical History
Nicholas LoadedUserDemo-15-1.4
DOB: Jan 1, 1960
Age: 61
Gender: Male
Race: White
Ethnicity: Not Hispanic or Latino
Health Conditions: None
Identifies as the following: None of the above
Member of a state or federal recognized tribal nation: No
Address: 2110 Blue Ridge Ave
Raleigh, North Carolina 27607
Wayne

9. Enter the rest of the Vaccine Administration details, and click **NEXT**
10. This vaccine administration will be re-classified as a **DOSE 2 ADMINISTERED** appointment
11. You will also be able to verify the Recipient's Dose Status is **DOSE 2 ADMINISTERED** by searching for the patient within the **RECIPIENT** tab

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Reports Bulk Registration Vaccine Inventory More

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

Search: Nicholas LoadedUserDemo-15-1.4 Date of Birth (optional), MM/DD/YYYY

Create New Recipient

Recipients within CVMS

First Name	Last Name	Date of Birth	Gender	Eligibility Status	Priority	Recipient Dose Status	Email
Nicholas	LoadedUserDemo-15-1.4	Jan 1, 1960	Male	Not Approved	Phase 1b Group 2	Dose 2 Administered	email15-1-4@bademail.com

End of Scenario #2

If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "Vaccine Provider" option to submit your question or issue.



You can also call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday: 8:00 AM – 4:00 PM ET

Sunday: Closed

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